Access To Care Demo Block 6 Part II

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11,13 April 2001

2,4, 16,18 May 2001

Agenda

- **Overview**
- **Categories**
- **Booking an Appointment (Demo)**
  - Non-Enrolled Booking
  - Enrolled Booking
  - Appointment Refusal
- **Access to Care Report (Handout)**
- **Overview of ASCII File**
- **Conclusion**

Access to Care Project

- The Access to Care project permits authorized users to search in both MCP and PAS for an appointment based on the appointment's Access to Care Category. The project is designed to calculate the time elapsed between a beneficiary's request for an appointment at the MTF, and the actual date/time of the scheduled appointment with a Health Care Provider. Reports may then be generated which calculate the number of appointments which met or did not meet the Access to Care Standard. This change also permits a facility to generate an ASCII file of Access to Care data for transmission to another CHCS platform.

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Access To Care Categories

- The categories are:
  - **Acute:**   1 day search
  - **Routine:**   7 day search
  - **Wellness:**   30 day search
  - **Specialty:**   30 day search
  - **Future Request:** 90 day search
- CHCS will calculate the time elapsed between a beneficiary's request for an appointment at the MTF, and the actual date/time of the scheduled appointment with a Health Care Provider.

SAIC

CHCS MCP Appointing

```
Scheduling Supervisor Menu
Clerk Scheduling Menu
Managed Care Program Menu

Select PAS System Menu Option: Managed Care Program Menu
```

CHCS MCP Appointing (cont)

```
HMCP    Health Care Finder Menu
EMCP    Enrollment Processing Menu
DMCP    Display Patient Appointments
CMCP    Cancellation by Patient
OMCP    Outputs & Management Reports Menu
RMCP    Registration Menu
BMCP    Batch PCM Reassignment Menu
IMCP    Interactive NAS Processing Menu
AMCP    Ad Hoc Report Menu

        Select Managed Care Program Menu Option: HMCP
```

CHCS MCP Appointing (cont)

```
AHCF    Appointment Order Processing
BHCF    Health Care Finder Booking
EHCF    Enter Appointment Refusals
CHCF    Cancellation by Patient
OHCF    Output Products
RHCF    Health Care Finder Reports Menu
LHCF    Print Patient Address Label

        Select Health Care Finder Menu Option: Health Care Finder Booking
```

SAIC

Enrolled Booking

```
HEALTH CARE FINDER BOOKING



Select PATIENT NAME: DUCK,DONALD WAYNE

                                      20/987-65-4321 14 Dec 1965 M NE6

        OK? YES//
```

Enrolled Booking (cont)

```
HEALTH CARE FINDER BOOKING


      Patient: DUCK,DONALD WAYNE                    DDS/FMP/SSN: 20/20/987-65-4321
      Pat SSN: 987-65-4321                          Sex/DOB/Age: M/14 Dec 1965/34Y
       PatCat: USN ACTIVE DUTY                     Patient Type: MCP/ACTIVE DUTY
 Elig St/End: 07Dec1998-24Aug2004              CHCS MCP Status: ENROLLED
Last Elig Ck: 18Oct2000@100458                 Enroll St/End: 20Aug1997-24Aug2004
    Dir Care: Y   CHA: N    MED: N    ACV: A        Reg Code: 01     DMIS: 0067
         PCM: MIL FAM HLTH CTR BE G  Case Mgmt: No  PCM Ph#: (301) 295-0196
    PCM PLOC: MIL FAM HLTH BE                     PCM Location: DIRECT CARE
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      Sponsor: DUCK,DONALD WAYNE                   Spon Rank: PETTY OFFICER FIRS
 Spon PatCat: USN ACTIVE DUTY                     Duty Phone: 301-319-4199
 Sponsor UIC: NATNAVMEDCEN                              DSN:
      Address: 6109 WHITE HOUSE WAY
         City: ALEXANDRIA                          Home Phone:
           St: VA      Zip: 22312                  Work Phone: 301-219-4188
 Reg Comment: PCM=VASQUEZ,TITO L
O/P Rec Room:                                     Reg Updated: 11 Aug 2000@075721
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Select (A)OP, (P)CM Booking, (R)eferral Booking, (V)iew/Query DEERS,
       (F)uture/Past Appts, (L)og Non-MTF Appt, (D)emographics,
       (O)utput Products, or (Q)uit: P//
```

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Enrolled Booking (cont)

```
 PCM MTF BOOKING SEARCH CRITERIA
       Patient: DUCK,DONALD WAYNE                         FMP/SSN: 20/987-65-4321
  Patient Type: MCP/ACTIVE DUTY                      ATC Category:
 Place of Care: MIL FAM HLTH BE/NNMC                   Appt Type:
    PLOC Phone: (301) 295-0196                         Spec Type:
      Provider: MIL FAM HLTH CTR BE GRP               Clinic Spec:
      Location: 20889                                Provider Spec:
    Date Range: 20 Oct 2000 to 01 May 2022           Days of Week: M TU W TH F SA SU
    Time Range: 0001 to 2400
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  Patient Home Phone:                       Patient Duty Phone: 301-219-4188




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 Select Access to Care Category: Acute
```

Enrolled Booking (cont)

```
PCM MTF BOOKING SEARCH CRITERIA
        Patient: DUCK,DONALD WAYNE                      FMP/SSN: 20/987-65-4321
  Patient Type: MCP/ACTIVE DUTY                     ATC Category: ACUTE
 Place of Care: MIL FAM HLTH BE/NNMC                   Appt Type:
    PLOC Phone: (301) 295-0196                         Spec Type:
      Provider: MIL FAM HLTH CTR BE GRP              Clinic Spec:
      Location: 20889                               Provider Spec:
    Date Range: 20 Oct 2000 to 21 Oct 2000        Days of Week: M TU W TH F SA SU
    Time Range: 0001 to 2400
-------------------------------------------------------------------------------
    Provider                              Provider Specialty
░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░
    ALLEN,JW                              OCCUPATIONAL MEDICINE PHYSICIAN
    ARNTZ,SJ                              FAMILY PRACTICE PHYSICIAN
    ASBURY,SA                             FAMILY PRACTICE/PRIMARY CARE
    ASHTON,SR                             INTERNIST
    AUSTER,RJM                            FAMILY PRACTICE PHYSICIAN
    AUSTER,SL                             GENERAL MEDICAL OFFICER
 +  BALAGURCHIK,LM                        INTERNIST
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Select (I)ndividual providers, (A)ll providers, or (Q)uit: A//
```

Enrolled Booking (cont)

```
 PCM MTF BOOKING SEARCH CRITERIA
       Patient:DUCK,DONALD WAYNE                         FMP/SSN: 20/987-65-4321
 Patient Type: MCP/ACTIVE DUTY                        ATC Category: ACUTE
Place of Care: MIL FAM HLTH BE/NNMC                      Appt Type:
   PLOC Phone: (301) 295-0196                           Spec Type:
     Provider:                                         Clinic Spec:
     Location: 20889                                 Provider Spec:
   Date Range: 20 Oct 2000 to 21 Oct 2000          Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
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   FRI 1540 20 Oct 00 SDA     1/0    BE    OUYANG,D        pri-gmo-m->4




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Use SELECT key to select appointment(s) to be booked
Press F9 to view additional appointment data
```

Enrolled Booking (cont)

```
 FILE APPOINTMENT
      Patient:DUCK,DONALD WAYNE                        FMP/SSN: 20/987-65-4321
 Patient Type: MCP/ACTIVE DUTY                      ATC Category: ACUTE
Place of Care: MIL FAM HLTH BE/NNMC                    Appt Type:
   PLOC Phone: (301) 295-0196                         Spec Type:
     Provider:                                       Clinic Spec:
     Location: 20889                               Provider Spec:
   Date Range: 20 Oct 2000 to 21 Oct 2000         Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
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   FRI 1540 20 Oct 00 SDA    1/0    BE    OUYANG,D          pri-gmo-m->4




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Select (B)ook appt, or (Q)uit FILE APPOINTMENT: B//
```

Enrolled Booking (cont)

```
PATIENT APPOINTMENT:DUCK,DONALD WAYNE                        FILE APPOINTMENT

        FRI 1540 20 Oct 00 SDA     1/0    BE    OUYANG,D        pri-gmo-m->4
            No reminder notice will be sent. Hand-carry Patient records.
                    O/S Rec Loc: NNMC MILITARY MEDICINE RECORDS-NNMC BETHESDA


                  Clinic Message: If appt booked 24ORD-TYPE OF PHYSICAL
   Clinic/Appt Type Instructions: bring record
                Provider Message: bring record
 Provider/Appt Type Instructions:
                  Arrival Message: 15 minutes
            Registration Comment: PCM=VASQUEZ,TITO L

                     MEPRS Code: BHAA
              Requesting Service:
                     Referred By:
            Send Reminder Notice: NO
               Appointment Comment:
           Reason for Appointment:



Ask for Help = HELP      Screen Exit = F10      File/Exit = DO         INSERT OFF
```

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Non-Enrolled Booking

```
HEALTH CARE FINDER BOOKING


Select PATIENT NAME: WARD,AMY L        30/123-45-678 05 Nov 19?? F
        OK? YES//
```

Non-Enrolled Booking (cont)

```
 Patient: WARD,AMY L                             DDS/FMP/SSN: 30/30/123-45-678
     Pat SSN: 382-67-1234                        Sex/DOB/Age: F/05 Nov 19??/Young!
      PatCat: USN FAM MBR AD                     Patient Type: CHAMPUS
 Elig St/End: 15Oct1995-28Feb2003          CHCS MCP Status:
Last Elig Ck: 18Oct2000@095833                   Primary OHI:
    Dir Care: Y    CHA: C    MED: N    ACV: C       Reg Code:        DMIS:
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     Sponsor: WARD,GEORGE EDWARD                  Spon Rank: PETTY OFFICER FIRS
 Spon PatCat: USN RET LOS ENLISTED               Duty Phone:
 Sponsor UIC: SPONSOR RETIRED                          DSN:
     Address: 5107 Leesburg Pike, Suite 2200
        City: Falls Church                      Home Phone:
          St: VA       Zip: 22041               Work Phone: 703-123-8544
 Reg Comment:                                 O/P Rec Room:
            Reg Updated: 07 Jan 2000@143817
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Select (N)on-enrollee Booking, (R)eferral Booking, (V)iew/Query DEERS,
       (F)uture/Past Appts, (L)og Non-MTF Appt, (D)emographics,
       (O)utput Products, or (Q)uit: N//
```

SAIC

Non-Enrolled Booking (cont)

```
                  NON-ENROLLEE BOOKING SEARCH CRITERIA
       Patient: WARD,AMY L                           FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                          ATC Category:
Place of Care:                                     Appt Type:
   PLOC Phone:                                     Spec Type:
     Provider:                                    Clinic Spec:
     Location:                                  Provider Spec:
   Date Range: 18 Oct 2000 to 29 Nov 2000     Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
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 *  Access to Care Category
    Location
    Specialty
    Place of Care
    Provider
    Appointment Type
+   Dates
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Use SELECT key to select SEARCH CRITERIA
```

Non-Enrolled Booking (cont)

```
                   NON-ENROLLEE BOOKING SEARCH CRITERIA
      Patient: WARD,AMY L                          FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                         ATC Category:
Place of Care:                                    Appt Type:
   PLOC Phone:                                    Spec Type:
     Provider:                                   Clinic Spec:
     Location:                                 Provider Spec:
   Date Range: 18 Oct 2000 to 29 Nov 2000     Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
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  * Access to Care Category
    Location
    Specialty
    Place of Care
  * Provider
    Appointment Type
+   Dates
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Select PROVIDER:
```

Non-Enrolled Booking (cont)

```
                      NON-ENROLLEE BOOKING SEARCH CRITERIA
         Patient: WARD,AMY L                           FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                              ATC Category:
Place of Care:                                         Appt Type:
   PLOC Phone:                                          Spec Type:
     Provider:                                         Clinic Spec:
     Location:                                        Provider Spec:
   Date Range: 18 Oct 2000 to 29 Nov 2000           Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
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 * Access to Care Category
   Location
   Specialty
   Place of Care
 * Provider
   Appointment Type
+  Dates
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Select PROVIDER: HAVNER,R  HAVENER,ROBERT S              322-68-1252
        OK? YES//
```

Non-Enrolled Booking (cont)

```
                  NON-ENROLLEE BOOKING SEARCH CRITERIA
        Patient: WARD,AMY L                        FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                          ATC Category:
Place of Care:                                     Appt Type:
   PLOC Phone:                                     Spec Type:
     Provider: HAVENER,ROBERT S                     nic Spec:
     Location:                                   Provider Spec:
   Date Range: 18 Oct 2000 to 29 Nov 2000      Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
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 * Access to Care Category
   Location
   Specialty
   Place of Care
 * Provider
   Appointment Type
+  Dates
░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░
Select Access to Care Category: ??
```

Non-Enrolled Booking (cont)

```
                    NON-ENROLLEE BOOKING SEARCH CRITERIA
        Patient: WARD,AMY L                          FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                          ATC Category:
Place of Care:                                     Appt Type:
   PLOC Phone:                                     Spec Type:
     Provider: HAVENER,ROBERT S                   Clinic Spec:
     Location:                                    Provider Spec:
   Date Range: 18 Oct 2000 to 29 Nov 2000       Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
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 * Access to Care Category
   Location
   Specialty
   Place of Care
 * Provider
   Appointment Type
+  Dates
░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░
Choose from:
   ACUTE                   24 Hours
   FUTURE REQUEST          90 Days
   ROUTINE                  7 Days
   SPECIALTY               30 Days
   WELLNESS                30 Days

Select Access to Care Category: ACUTE
```

Non-Enrolled Booking (cont)

Acute Access to Care Category Search

```
                    NON-ENROLLEE SINGLE PATIENT BOOKING
        Patient: WARD,AMY L                           FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                            ATC Category: ACUTE (24 HOURS]
Place of Care:                                       Appt Type:
   PLOC Phone:                                       Spec Type:
     Provider: HAVENER,ROBERT S                     Clinic Spec:
     Location:                                     Provider Spec:
   Date Range: 18 Oct 2000 to 19 Oct 2000        Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
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   WED 1920 18 Oct 00 SDA    1/0   MFHCBE    BE                        pri-im-m->17
   WED 1940 18 Oct 00 SDA    1/0   MFHCBE    BE                        pri-im-m->17




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Use SELECT key to select appointment to be booked
Press F9 to view additional appointment data
```

SAIC

Non-Enrolled Booking (cont)

Routine Access to Care Category Search

```
 NON-ENROLLEE SINGLE PATIENT BOOKING
        Patient: WARD,AMY L                        FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                         ATC Category: ROUTINE [7 DAYS]
Place of Care:                                     Appt Type:
   PLOC Phone:                                     Spec Type:
     Provider: HAVENER,ROBERT S                   Clinic Spec:
     Location:                                   Provider Spec:
   Date Range: 24 Oct 2000 to 31 Oct 2000     Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
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   TUE 0740 31 Oct 00 WLKIN  1/0   MFHCBE    BE                  mtf-im-m->17
   TUE 0800 31 Oct 00 WLKIN  1/0   MFHCBE    BE                  mtf-im-m->17
   TUE 0820 31 Oct 00 WLKIN  1/0   MFHCBE    BE                  mtf-im-m->17
   TUE 0840 31 Oct 00 WLKIN  1/0   MFHCBE    BE                  mtf-im-m->17
   TUE 0900 31 Oct 00 WLKIN  1/0   MFHCBE    BE                  mtf-im-m->17
   TUE 1100 31 Oct 00 SDA    1/0   MFHCBE    BE                  pri-im-m->17
+  TUE 1300 31 Oct 00 WLKIN  1/0   MFHCBE    BE                  mtf-im-m->17
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Use SELECT key to select appointment to be booked
Press F9 to view additional appointment data
```

SAIC

Non-Enrolled Booking (cont)

Wellness Access to Care Category Search

```
 NON-ENROLLEE SINGLE PATIENT BOOKING
       Patient: WARD,AMY L                              FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                              ATC Category: WELLNESS [30 DAYS]
Place of Care:                                         Appt Type:
   PLOC Phone:                                         Spec Type:
     Provider: HAVENER,ROBERT S                       Clinic Spec:
     Location:                                        Provider Spec:
   Date Range: 24 Oct 2000 to 23 Nov 2000          Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
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    TUE 0740 31 Oct 00 WLKIN  1/0   MFHCBE    BE                        mtf-im-m->17
    TUE 0800 31 Oct 00 WLKIN  1/0   MFHCBE    BE                        mtf-im-m->17
    TUE 0820 31 Oct 00 WLKIN  1/0   MFHCBE    BE                        mtf-im-m->17
    TUE 0840 31 Oct 00 WLKIN  1/0   MFHCBE    BE                        mtf-im-m->17
    TUE 0900 31 Oct 00 WLKIN  1/0   MFHCBE    BE                        mtf-im-m->17
    TUE 1100 31 Oct 00 SDA    1/0   MFHCBE    BE                        pri-im-m->17
+   TUE 1300 31 Oct 00 WLKIN  1/0   MFHCBE    BE                        mtf-im-m->17
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Use SELECT key to select appointment to be booked
Press F9 to view additional appointment data
```

SAIC

Non-Enrolled Booking (cont)

```
                              FILE APPOINTMENT
       Patient: WARD,AMY L                            FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                            ATC Category: ACUTE
Place of Care:                                       Appt Type:
   PLOC Phone:                                        Spec Type:
     Provider: HAVENER,ROBERT S                      Clinic Spec:
     Location:                                      Provider Spec:
   Date Range: 18 Oct 2000 to 19 Oct 2000        Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
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   WED 1920 18 Oct 00 SDA    1/0   MFHCBE    BE                    pri-im-m->17




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Select (B)ook appt, or (Q)uit FILE APPOINTMENT: B//
```

Non-Enrolled Booking (cont)

```
                    APPOINTMENT/AGREEMENT ASSOCIATION
       Patient: WARD,AMY L                        FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                        ATC Category: ACUTE
Place of Care:                                   Appt Type:
   PLOC Phone:                                   Spec Type:
     Provider: HAVENER,ROBERT S               Clinic Spec:
     Location:                               Provider Spec:
   Date Range: 18 Oct 2000 to 19 Oct 2000    Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
-----------------------------------------------------------------------------
   AGR  SPECIALTY TYPE              PLACE OF CARE
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  *MTF  FAMILY PRACTICE/PRIMARY C  MIL FAM HLTH BE
   MTF  INTERNAL MEDICINE          MIL FAM HLTH BE
   MTF  PRIMARY CARE               MIL FAM HLTH BE
   MTF  INTERNIST                  MIL FAM HLTH BE


░░░░░░░░░░░░░░░ All Appointments must be associated with an Agreement. ░░░░░░░░░░░░░
Use the SELECT key to Select the Agreement which refer to this appt
Press F9 to view Discount Summaries or Place of Care
```

SAIC

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Non-Enrolled Booking (cont)

```
PATIENT APPOINTMENT: WARD,AMY L                              FILE APPOINTMENT

  WED 1920 18 Oct 00 SDA    1/0  MFHCBE    BE                  pri-im-m->17
          No reminder notice will be sent. Hand-carry Patient records.
                     O/S Rec Loc: NNMC OUTPATIENT RECORDS-NNMC BETHESDA. MD


                   Clinic Message: If appt booked 24ORD-TYPE OF PHYSICAL
  Clinic/Appt Type Instructions: bring record
                 Provider Message: Bring health record
Provider/Appt Type Instructions:
                 Arrival Message: 15 minutes
           Registration Comment: TPC

                      MEPRS Code: BHAA
             Requesting Service:
                     Referred By:
           Send Reminder Notice: NO
            Appointment Comment:
         Reason for Appointment:



Ask for Help = HELP     Screen Exit = F10     File/Exit = DO        INSERT OFF
```

SAIC

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Access To Care Report

■ The Access to Care Summary report is a report designed to calculate the time between the appointment request and when the patient is seen by a provider. CHCS will calculate whether or not each appointment meets the Access to Care Standard based on the ATC Category (Acute, Routine, Wellness, Specialty, and Future) associated with the appointment.

SAIC

Access to Care ASCII file overview

- CHCS has the ability to include information from the Access to Care Summary report in an ACSII file, which can be transmitted to and analyzed by another CHCS system or other destination. The Access to Care Report may be tasked monthly via Taskman for generation as an ASCII file and then transmitted using the Electronic Transfer Utility (ETU).

SAIC

Access to Care ASCII file design

- The Taskman monthly job will capture ATC Summary report information for the host platform for the previous month.

- One ATC ASCII file per Division/DMIS will be generated.

- Each ATC ASCII file will contain ATC information for the clinics within the division.

SAIC

Access to Care ASCII file (cont)

- The ASCII format for each record will contain the following information:

- Group ID^DMISID^Region^Facility^
Branch of Service^TRICARE
status^Division Department^Clinic^
MEPRS^Provider^Access to Care
Category^Start Date^StopDate^#
Met^#Not Met^#Appts^AvgDays^Refusals

Access To Care

QUESTIONS?